

UNITED STATES OF AMERICA
POSTAL REGULATORY COMMISSION
WASHINGTON, D.C. 20268-0001

Public Inquiry on Modification of Service
Performance Measurement Systems for
Additional Market Dominant Products

Docket No. PI2019-1

CHAIRMAN'S INFORMATION REQUEST NO. 1

(Issued June 19, 2020)

To clarify the basis of information provided by the Postal Service in its request filed on June 12, 2020,¹ the Postal Service is requested to provide written responses to the following requests. Answers should be provided to individual requests as soon as they are developed, but no later than June 26, 2020.

1. With respect to the Green Card option of Return Receipt service, please confirm that the Postal Service has internal measures or processes to hold employees accountable for compliance with the updated instructions regarding procedure upon the triggering of a sampling request to verify signature capture.²
 - a. If confirmed, please identify these internal measures or processes and describe how they hold employees accountable for adherence to the updated instructions.

¹ United States Postal Service Request for Final Approval of Service Performance Measurement System Modifications for International First Class Mail Service and Return Receipt Service, June 12, 2020.

² See Library Reference USPS-LR-PI2019-1/6, June 12, 2020, PDF file "Preface LR 6 (Special Services).pdf," at 2.

- b. If not confirmed, please identify what internal measures or processes the Postal Service plans to implement and the expected timeframe for implementation.
2. With respect to the Green Card option of Return Receipt service, please confirm that the Postal Service plans to revise the audit plan³ to specifically measure or include employee compliance with updated instructions regarding procedure upon the triggering of a sampling request used to verify signature capture.
 - a. If confirmed, please describe the expected audit criteria (yardstick) and state the expected timeframe for implementation.
 - b. If not confirmed, please state whether it is the Postal Service's position that the audit plan cannot be revised to include this measure and provide all reason(s) in support of this position.
3. Please explain how the audit plan validates the reliability and accuracy of service performance data generated for the Green Card option of Return Receipt service.⁴

By the Chairman.

Robert G. Taub

³ See Library Reference USPS-LR-PI2019-1/6, PDF files "FY20 Q1 Audit Return Receipt Add.pdf," at 6-11 and "FY20 Q2 Audit Return Receipt Add.pdf," at 7-12.

⁴ See Order Conditionally Authorizing the Postal Service to Proceed with Changes to its Market Dominant Service Performance Measurement Systems, July 17, 2019, at 10, 14 (Order No. 5157).